

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPQ sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the institute or of the Ministry of Labour & Employment.

#### **Coverage of eligible employees by ESI**

838. SHRI PRASANTA CHATTERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether the ESIC conducted any survey to assess the number of eligible employees yet to be covered under ESI; and

(b) if so, what steps have been taken to achieve the targets?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and b) Yes Sir, the surveys are conducted from time to time.

- (i) During the year 2005-06, a target of implementation of ESI Scheme in 76 new areas/centres for coverage of 1.54 lakh employees was fixed. As against this target, the scheme has been implemented in 90 new geographical areas covering 1.69 lakh employees.
- (ii) A special drive for coverage of uncovered workers was launched in 2005-06 in all the regions during the period 01.11.05 to 15.11.05 and 56,091 new workers were covered.
- (iii) During the year 2005-06, 28,020 surveys were conducted in the implemented areas of all regions.
- (iv) During the current year, 10,513 surveys have been conducted and 5813 new units were covered with 1.25 lakh new employees.

#### **Protection to unorganized labour in ship-breaking industry**

839. SHRI MOINUL HASSAN: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government are aware that 50 workers per day get injured and some die, due to inadequate or lack of medical facility in ship-breaking industry;

(b) whether Government are aware that the service and working conditions are very much exploitative and poor due to absence of labour legislations; and

(c) if so, what steps Government have contemplated to bring in labour legislations, to protect the unorganized labour in ship-breaking industry?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and b) As per available information, such a situation does not exist in the ship breaking industry.

(c) There is no proposal to enact a separate legislation for the unorganized workers in the ship breaking industry. However, a proposal to formulate social security scheme and legislation for all categories of the workers in the unorganized sector which may include workers in the ship breaking industry is under active consideration of the Government.

### **Implementation of Sampoorna Grameen Rozgar Yojana**

840. SHRI C. PERUMAL: Will the Minister of RURAL DEVELOPMENT be pleased to state:

(a) whether Government are giving priority to implementing the Sampoorna Grameen Rozgar Yojana in those areas, which are calamity prone, backward and high in migration of labour;

(b) if so, the number of areas which are calamity prone and backward, and benefited through this scheme; and

(c) the total financial allocation provided for implementation of this scheme in such areas?

THE MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT (SHRIMATI SURYAKANTA PATIL): (a) Sampoorna Grameen Rozgar Yojana (SGRY) is an allocation based programme. At the beginning of a year, funds and foodgrains are allocated under SGRY based on fixed criteria which is uniform for the whole country. 5% of total allocation is kept as reserve for release to the areas affected by calamities.